

Annual Report 2017-2018



SUMMIT HOUSING &
OUTREACH PROGRAMS



www.summit-housing.ca

Vision

Partners in providing better quality of life for the people we serve.



Mission

Leadership in supportive housing, case management and systemic advocacy for people with serious mental illnesses.

Message from our Board Chair and Executive Director

Looking back, 2017-18 was a change-making year for both mental health and housing in Canada, and Summit Housing & Outreach Programs (SHOP) is proud and excited to have been an active part of these changes at a local and regional level. In 2017-18, SHOP was an outspoken leader in our region, pushing the agenda of mental health and affordable, safe housing for all.

We worked proactively, speaking up as a strong advocate, to address mental health and housing needs of vulnerable individuals and families in Halton, and within the Mississauga Halton LHIN. Our staff and volunteers, including our Board of Directors, senior leaders, managers and front line staff, spent hundreds of hours working with partners, funders and other stakeholders to educate, advise and advocate for enhanced mental health and housing services. We were asked to consult on such critical issues as the strategic direction of the MH LHIN, housing and homelessness in Halton region, and integration of mental health and primary care services.

In 2017-18, we celebrated our success in securing project funds for a new and ground-breaking service in Halton. Together, with our partners, SAVIS, Elizabeth Fry, Halton Region and ROCK, we began the journey of supporting women who have been trafficked. There is much learning ahead for us, but we are committed to provide safe housing to these very vulnerable individuals.

SHOP continued to provide leadership to two crucial regional projects. For the 5th year, we were the MH LHIN lead agency and champion for health equity, and co-hosted a highly attended symposium, with our LHIN. The 5th Annual Health Equity Symposium at the Sheridan Conference Centre in Oakville focused on learning from nearby jurisdictions about how health care is being transformed using health equity-informed data. It was a resounding success! In addition, SHOP continued as the co-lead of the MH LHIN Health Links Care Navigation project in North Halton. We were an active partner, together with Links2Care, in providing this much-needed service and supporting the research study to evaluate the impact of care navigation for individuals with complex mental health, medical, and social needs. The much-anticipated final report was released this spring!

This past year, guided by our new strategic plan, we continued and enhance what we already do so well. We continued to offer outstanding support through our ACT Team, our case management services, our housing services, our volunteer, peer-driven social recreational program, and our food security program.

We also continued to throw several fun and memorable events with and for our clients throughout the year! In partnership with the Dougan Foundation, we held a summer picnic in August and a North holiday party in December of 2017. SHOP also held a large South holiday party for clients in the Burlington/Oakville areas, and our Annual Wellness Awards event, hosted by our Board of Directors, in the fall of 2017. All events were well attended and, as many clients commented, provided a sense of community and hope.

In order to push our services forward and support clients to a greater extent, we have begun our strategic work to expand our continuum of services. A working group of staff and clients has begun the exciting work of developing a SHOP central intake department, to streamline access to our services, support people at the front end of service while they await other programs, and provide increased mental health promotion in the community. We are all anticipating the roll out of this new service in the fall of 2018!

We have also been doing some important organizational work to better support our most valuable resource, our volunteers and our staff. In 2017-18, we began a Staff Wellness Committee, secured funds for training for our Board of Directors, some of our volunteer clients, and all of our staff, and enhanced our internal communication and decision-making. We held our first Annual Volunteer Appreciation Lunch with approximately 40 attendees. And we have been busy with renovations, to provide better space for our staff and our clients, including a new food hub in Oakville.

Our services to our clients and our community are the reason that we exist, and we continue to push ourselves to provide accessible, client-driven, and high quality services. The feedback from our client survey in 2017-18, provided by over one third of all clients, indicated that our clients were highly satisfied with the services that they received from SHOP and felt they were in the drivers' seat when it came to their support. As one client commented in the survey, "I would not have made the choices and done the work to change my life in so many ways; so thankful for my worker and Summit Housing."

We want to thank our committed staff, Board of Directors, volunteers, and donors, who worked so passionately in 2017-18 to push the agenda of mental health forward in our community, and for your vital support and advocacy for our clients. Together, we have accomplished a great deal this past year.

Now, let's keep this momentum going.
Let's continue to work together, in the year to come,
towards the vision of mental wellness and safe housing for all.

John Phelan
Chair, SHOP Board of Directors

Christine Devoy
Executive Director, SHOP



Board of Directors 2017-2018

Deb Cochrane
Susan Biggs
Chelsea Kirkby
John McIntyre

WELCOME
new board member
Alania French

Tatiana Memos
John Phelan
Lina Rinaldi

Strategic Plan 2017-2020



Housing

Increase housing capacity for the people we serve.



Partnerships

Optimize new and existing partnerships to enhance the level of care.



Client Care

Provide a continuum of care for diverse populations impacted by Mental Health.



Employee Engagement

Foster employee engagement.



Funding

Maximize and diversify funding by exploring public and private sector avenues.



Awareness

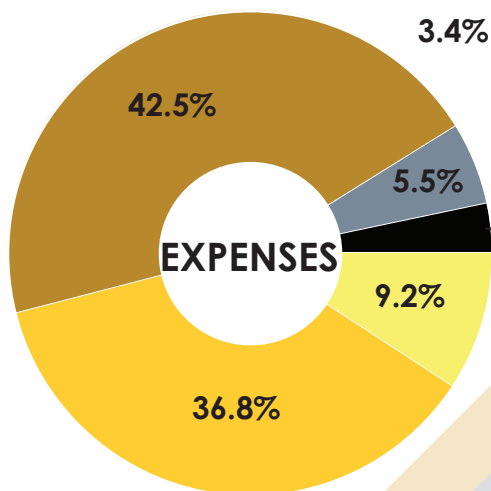
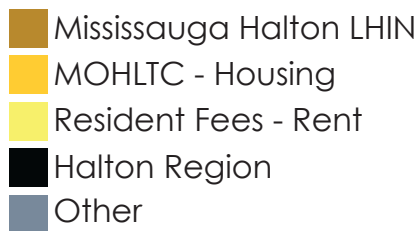
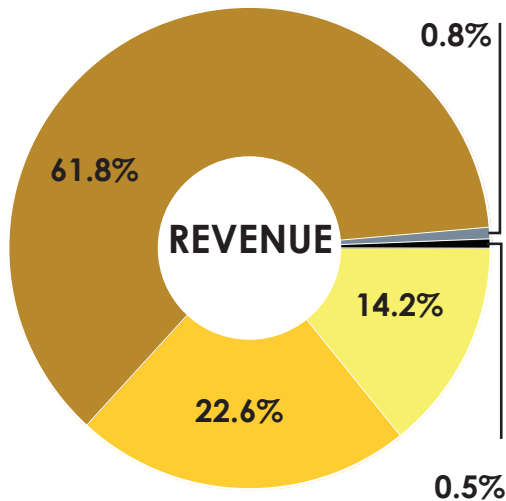
Raise awareness through education, branding, marketing and promotion; establishing SHOP as a leader in Mental Health

Board of Directors 2017-2018

Financial Results



Statement of financial position
March 31, 2018



ASSETS

CURRENT

	2018	2017
Cash	473,691	583,068
Short-term investments	482,177	471,292
Accounts receivable	89,180	97,856
Prepaid expenses	14,719	7,565

TOTAL

\$ 1,059,767 **\$ 1,159,781**

CAPITAL ASSETS

1,135,039 1,202,176

TOTAL ASSETS

\$ 2,194,806 **\$ 2,361,957**

LIABILITIES

CURRENT

	2018	2017
Accounts payable & accrued charges	282,690	353,026
Deferred revenue	17,352	9,768

TOTAL

\$ 300,042 **\$ 362,794**

LONG TERM DEBT

282,877 318,308

DEFERRED CAPITAL ASSET CONTROL

55,282 146,702

TOTAL

\$ 638,201 **\$ 827,804**

NET ASSETS

	2018	2017
Restricted net assets	794,510	772,058
Ministry capital asset funding	744,236	744,236
Unrestricted surplus	17,859	17,859

TOTAL

\$ 1,555,605 **\$ 1,534,153**
\$ 2,194,806 **\$ 2,361,957**

Volunteer Appreciation



A great big "THANK YOU" to all of our wonderful volunteers! SHOP is very fortunate to have a large team of dedicated, hard working, and talented volunteers.

Our volunteers provide support in all areas of our organization, from governance as Board members, to service as social recreational group leaders, administrative support and volunteer drivers. Volunteers sit on many internal committees, as Board and client representatives, to help us build the agency and enhance the quality of our services to our clients.

They pitch in each week to ensure that our Food Hubs are well stocked and available to those who need them. They take pictures, blow up balloons, wrap presents and DJ at our big client events, so that everyone has a fantastic time. They give us advice, hold us accountable and provide new ideas at our Client Advisory Committee meetings. Some of our volunteers are community members; many are past and present clients. Every day, in many ways, our volunteers positively touch the lives of our clients!

48
Quality
Committee
hours

135
Agency
Events
hours

65
Client
Advisory
hours

215
Board
hours

1000+
Social Rec
hours

325
Food Hub
hours

We thanked our great group of volunteers at our Wellness Awards Event on October 24, 2017 at the Acton Town Hall. Following the art show, full dinner, and wellness award presentations, our Volunteer Coordinator, Sharon Paris, presented certificates of thanks to all of our volunteers, who could attend, and acknowledged those who couldn't.

We had a full house of honourees, and we were so happy to have the chance to say thank you! Then, as you would expect, many of them stayed behind and volunteered to help put away the tables and chairs, clean up the food, pack up the decoration and carry boxes to cars!

We certainly could not do it without you! Thank you from everyone at Summit Housing & Outreach Programs. You are amazing!



Celebrating Wellness



The Board of Directors of SHOP hosted our annual signature event, the Wellness Awards, on October 24, 2017 at the Acton Town Hall. It was an evening filled with hope and stories of recovery and support, as we celebrated eight (8) clients and two (2) community partners. It was our largest awards event to date!

The Wellness Awards honour SHOP clients who have made exceptional effort towards their self-recovery in the past year, as well as recognize and thank partners who have contributed towards the recovery of our clients. These partners can include peers, family members, workers from/or partner agencies, donor businesses or SHOP volunteers.

John Phelan, our Board Chair, presented the awards on behalf of the Board of Directors. SHOP clients, Alacoque C., Graham W., Betty Jo J., Danielle P., Frank C., Michael H., Matthew H. and July C. were honoured at the event for their resilience and exceptional efforts towards their recovery journey. We thank them for sharing their stories of challenge and resilience, as it brings much hope to others.

In recognition that mental health recovery does not happen in isolation, our partners, Jody Dugas from Halton Region and Gena Martin from Bethany Residence, along with Jane Dougan, one of our SHOP volunteers were also awarded the Wellness Award for 2017.

It was obvious, while hearing their stories, that special partnerships make a positive difference in the lives and recovery of our clients and in the community. Our Board, staff and volunteers thank our partners for their wonderful support to our clients.



SHOP's 2017-2018 Annual Dashboard



583
total people
served

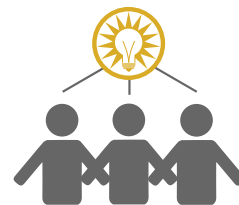


187
new people
served



14,277
service
interactions

Face to face and non face to face



983
group
sessions



213
people
housed



115
people
discharged

CLIENT SURVEY RESULTS

What did we accomplish together?



More clients took the time to tell us how we did in 2018!

- % of clients who answered the survey: 34% (2018); 14% (2017); 22% (2016)

Clients rated all areas of the survey as positive and very positive, up from previous years!

Very positive rating, examples:

- SHOP helped me cope better with everyday activities
- SHOP helped me set positive goals and achieve them
- SHOP helped me deal effectively with crises in my life

High % of clients rated SHOP services highly or very highly, in all areas!

For example:

- Satisfaction with overall service: 89% of clients
- Had enough say about the type of supports you received: 86% of clients
- Feel the staff treat you with dignity and respect: 91% of clients

Our Accomplishments



What clients said:

“Without Summit, I don’t know where I would be now and will forever be grateful for the services I have received.”

“I would not have made the choices and done the work to change my life in so many different ways; so thankful for my worker and Summit Housing.”

“Some of the best mental health services I’ve ever had - please continue helping people the way you guys helped me.”

What’s New - Client Services



Health Links - Summit Housing & Outreach Programs, in partnership with Links2Care, was pleased to continue as co-lead of the North Halton Health Links Project (Phase One). SHOP provided Care Navigation (CN) services, partnered with Home & Community Care Coordinators (CC), in the community of Milton.

To assess the effectiveness of this CN-CC partnership, a formal evaluation was initiated in April 1, 2017, with the final report being released Spring of 2018. The research results were very encouraging! The evidence demonstrated very positive outcomes for both the clients, who received the CN-CC services, and the care providers, comprised of many partner services.

Some of the results from clients included:

- High service satisfaction
- Decreased isolation
- Increased knowledge of where to get help
- A greater connection to their supports

Care provider results demonstrated:

- Strengthened system partnerships
- Increased client goal attainment
- Decreased job stress for providers
- Expanded circle of care for clients

There is a strong voice of support from clients and their families, as well as providers, to continue the CC-CN Partnership into Phase 2, in the Mississauga Halton LHIN’s service-delivery area.

Our Accomplishments



What's New - **Client Services (continued)**



Anti-Human Trafficking - In collaboration with SAVIS of Halton, Elizabeth Fry, The Region of Halton and ROCK, Summit Housing & Outreach Programs is pleased to be the housing provider agency for the Anti-Human Trafficking Initiative in Halton. Based on a Client Centred Support Model this service provides support, advocacy and a range of housing to survivors of human trafficking.

What's New - **Quality**



QUALITY IMPROVEMENT PLAN (QIP) - 2017-2018 was our first year developing a formal QIP. We began the process by collecting organizational-level data in all six provincial quality dimensions: access to service, effectiveness, integration, efficiency, equitable service and work life balance. We were pleased to learn that we already have systems in place to collect useful data in most of these critical dimensions, and were able to determine our current baseline in them.

Utilizing these baselines, our organization will develop a QIP for 2018-2019 with specific quality improvement initiatives, and track how we improve the barriers to quality improvements in these areas. The initiatives will be chosen based on feedback from clients and families, the priority indicators for our sector, and current agency performance targets.



Health Equity - Summit Housing & Outreach Programs is the lead agency for the Mississauga Halton LHIN Health Equity Data Collection Project. SHOP has partnered with the LHIN to support community partner agencies in implementing sociodemographic data collection to improve health equity.

On March 27, 2018, the Mississauga Halton LHIN and Summit Housing & Outreach Programs hosted the 5th Annual Health Equity Symposium at the Sheridan Conference Centre in Oakville. The focus of this year's event was on learning from nearby jurisdictions about how health care is being transformed using health equity-informed data, including sessions on working with the Health Equity Impact Assessment (HEIA) tool, using equity data to improve care, the social determinants of health, designing for inequities in complex systems, and leading organizations through change.

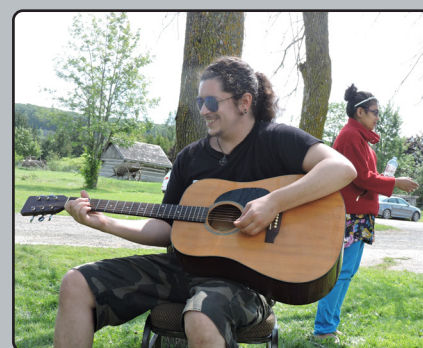
Our Sponsors



Over the course of this year, our client events could not be possible without the generous donation and support from our community.

We would like to thank the following sponsors for their contributions towards our Annual Wellness Awards, Client Holiday Party, Summer Picnic and social recreation programming.

Rejean Lefebvre
Katharine Bubel
Robert Chepyha
Boiler Inspection
Elsa's Esthetics
Fairview Tire
Budds Subaru
Holly Estey
Andrea Liss
Royal Canadian Legion
Canada Helps
Katharine Bubel



We would also like to thank the hundreds of other donations that helped make these events a huge success for our clients!



You can find us...



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Acton Office

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Milton Office

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Milton, ON L9T 5E3

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Website: www.summit-housing.ca

Summit Housing & Outreach Programs is a charitable organization, governed by a volunteer Board of Directors. We are incorporated under the laws of the Province of Ontario.

All operating funds are received from the Ministry of Health & Long-Term Care, the Mississauga Halton Local Health Integration Network (LHIN).

The views expressed in this publication are the views of the Summit Housing & Outreach Programs and do not necessarily reflect those of the LHIN or the Government of Ontario.



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